Hosting: Co-located

Product Summary

Co-located Hosting is useful for customers with their own technical support staff. A co-located hosting agreement allows agencies to physically house their server at either of the State's data center facilities. This type of agreement provides agencies with a secure facility, scalability, bandwidth, power, and basic monitoring while maintaining control of their own hardware and software. Support and update services for the server and applications are provided by the agency. This allows agencies to take advantage of the data center's regulated power, shared Internet connections, WAN connectivity, controlled environment, and security to ensure the highest level of uptime and protection possible for agency websites and applications.

Agency employees requiring access to the State Data Center to manage their co-located environments must undergo a security background investigation. The cost of the investigation will be charged back to the customer.

Product Features or Description of Services

Hosting: Co-located Features	
Feature	**Description**
Secure Physical Facility	In the State Office Building, there are three card-accessed secure doors to enter the co-located area. In the Richfield Data Center there are two secured doors.
Environmentally Controlled Location	Redundant humidity and temperature controls maintain the ideal environment for server hardware.
Uninterruptible Power	Redundant UPS, battery backup, and two diesel generators ensure continuous power.
Fire Prevention	Both State data centers are configured with a Halon fire suppression system throughout the entire facility.
Network	Professional network design and engineering to maintain enhanced reliability and availability. A Network Operations Center operates network equipment, monitors performance, manages outages, and assists customers. Routing through the State provides access to state resources.
Security	Provides basic network security via firewall services, intrusion monitoring and management, and access control lists.
IP Addresses	Managed IP service including address blocks, subnets, VLANs, and public/private IP addresses.
Internet Access	Provides routing to the State hub for full Internet access. There is high availability using the State's redundant backbone. The ITS DNS service includes primary and backup DNS servers to resolve name and addresses for Internet traffic.

Product Benefits

Hosting: Co-located Benefits
Provides 24 x 7 access to your server(s) in a safe and secure environment without the cost of the building.
You benefit from a controlled environment that safeguards your equipment.
Power and network infrastructure is monitored around the clock for stability to ensure the maximum availability for your application.

Services Not Included with this Product

Services Not Included	
Feature	**Explanation**
Administration Services	The customer is responsible for hardware and software administration functions.
Disk/Tape Storage Services	The customer is responsible for disk and or tape storage needs. They can contract with ITS for use of their storage mediums.
Back Up Services	The customer is responsible for any backup and recovery services they may need. ITS can provide this service as per the established rate by the State Fund Rate Committee.

Related ITS Products

Related ITS Products	
Product	**Description**
Dedicated Hosting	ITS purchases and manages a server dedicated to your specifications and application(s).
Managed Services	ITS will accept responsibility for administrative functions required by the customer. These could include maintaining the operating system, web and/or application server, and even database administration. The customer decides what they want to control and then leaves the rest to ITS.
Shared Hosting	Instead of paying for excess capacity on your own server, this option provides the resources you need in a shared environment managed by ITS.

ITS Responsibilities

ITS Responsibilities
ITS provides the rack space required by your specifications for your hardware and provides power and network facilities to the rack.
ITS monitors services to your equipment (pipe, power, and ping) and informs you if a problem develops.

ITS will give you the availability date for you to install your equipment.
ITS contracts with a security research company to do a background check on the individuals you specify who require access to the server. Once cleared, ITS provides a security badge to the individuals named for 24 x 7 access to the server rack.

Customer Responsibilities

Customer Responsibilities
Customer provides the server specifications and the rack space needed.
Customer gives ITS the names of those individuals requiring access to the server.
Customer will pay for all background checks of their employees.
Customer will provide ITS with information about individuals who need to be removed from access to the State data center due to termination or other issues that would not permit them to pass a back ground check.

Product Service Levels

Product Service Levels
ITS will maintain pipe, power, and ping to the server around the clock. Should a problem occur, top priority would be given to restoring these services.

ITS Customer Support

ITS Customer Support
Time to Initial Response targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
Total Time to Resolution targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities.
Performance against Initial Response and Resolution targets is measured regularly.
Customer satisfaction is measured regularly.
Service outages are analyzed to determine root causes and to indicate future preventative measures.

Product Rate

	Description	Rate ($)
Hosting: Co-located Rate		
Monthly charges	Per U charge	10.00
	Half Rack	155.00
	Full Rack	310.00
	Wide Area Network Connection	31.00
One time charges	Setup Fee	Per quotation
	Security Investigation (per person)	14.00
Optional feature one time charges	Consulting services (as needed)	75.00/hour

Ordering the Product

An order form is available on the *its.utah.gov* web site. Select **Products and Services**, then **Hosting Products and Services**, and finally, **Co-located Hosting**. The Order Form can be found in the right panel. If you need further help, please contact your Customer Relationship Manager.

Product Agreement

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.